

LEE COUNTY SOCIAL SERVICES

POSITION ANNOUNCEMENT

POSTING: **INSIDE/ OUTSIDE 11/4/2013**

POSITION: Child Support Agent II

DATE AVAILABLE: February 6, 2014

SALARY/GRADE: GRADE 65, \$36,296.
RANGE \$36,296 – 50,815

DUTIES/RESPONSIBILITIES: This position provides mandated child support services to Public Assistance recipients and non-recipients within the time frames established by the Federal Government and the state of North Carolina to ensure non-custodial parents support their children. The enforcement agent has the responsibility for locating non-custodial parents, and ensuring that they meet their monthly child support obligation. This agent will work closely with the TANF, Medicaid and Foster Care programs. This worker must see clients and non-custodial parents in order to explain the program and encourage payment.

This enforcement caseload will have approximately 490 cases. This agent will be responsible for collections in his/her caseload. This includes working closely with the IV-D attorney on any case that requires court action. This worker is responsible for preparing the client for court, if needed, and should be comfortable themselves in testifying in court. This agent will be required to meet goals assigned both by the state and the supervisor as the counties' incentives are based on the unit's job performance.

KNOWLEDGE, SKILLS, AND ABILITIES: This worker is expected to function independently in management of caseload once they are trained. This worker should be a motivator, able to encourage the client to become self-reliant. It is essential the agent have good math skills as they have to arrive at the correct child support order amount. Good communication skills are a must when dealing with clients, non-custodial parents, attorneys, and judges.

MINIMUM EDUCATION/EXPERIENCE: Graduation from high school and 3 yrs. of experience in eligibility, investigative, judiciary, or legal work that provides the knowledge, skills, and abilities needed to perform the work; or an associate degree in business administration, human resources, law enforcement or closely related degree and 2 yrs. of experience in eligibility, investigative, judiciary, or legal work that provides the knowledge, skills, and abilities needed to perform the work; or a 4 yr. degree and 6 months of on the job training; or an equivalent combination of education and experience.

CLOSING DATE FOR APPLICATIONS/TRANSFERS: November 13, 2013 at 5:00 p.m.

Submit a completed State Application to the attention of Lee County Department of Social Services Personnel Office, 530 Carthage Street, PO Box 1066, Sanford, NC 27331. **NO RESUMES**

ACCEPTED UNLESS A COMPLETED STATE APPLICATION FORM IS ATTACHED.

Pre-employment drug screening required
EQUAL OPPORTUNITY EMPLOYER

